DC-Net Avaya Phone User Guide

For Avaya IP Phone Models:

- 9620

- 9630

- 9640

- 9640G

9620

9640 and 9640G

9630

For Technical Support contact: 202-715-3733
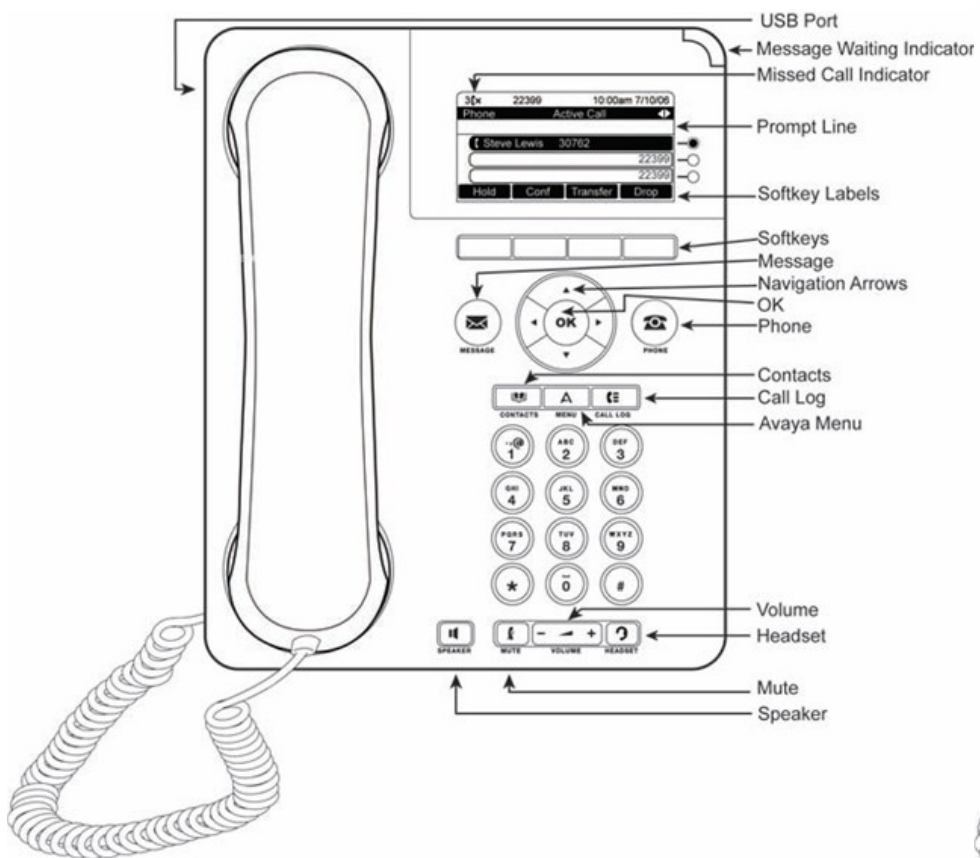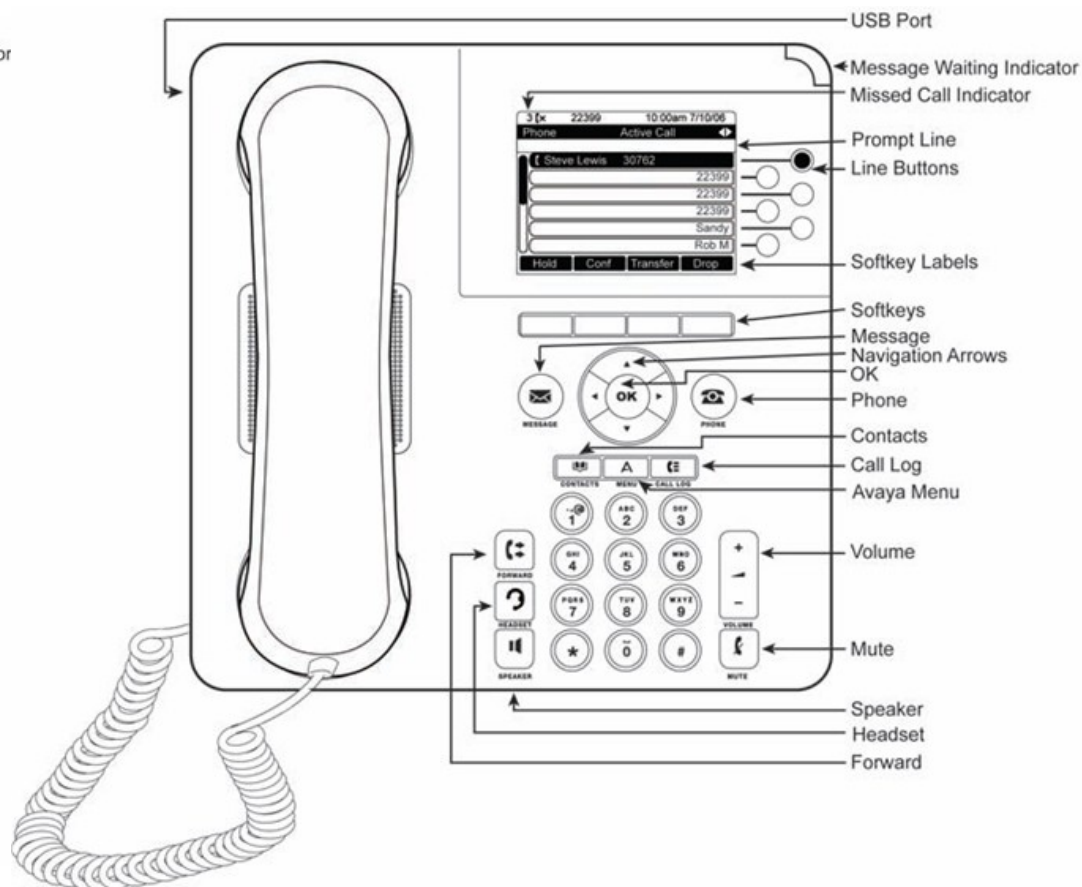**For Customer Care contact: 202-715-3801**

2010

Avaya IP Phone Overview

9620

9630, 9640, and 9640G

Setting up and Accessing Voicemail

Set up a New Voice Mail Box

1. From your office phone, press the envelope button. At the prompt, enter "1000" (your temporary password) and then press #.

2. At the prompt, press **1**. Enter your new password and then press **#**. (Passwords must be at least four digits, have no consecutive or repeated numbers, must not begin with zero, and must not be your phone number.)

3. At the following prompt, re-enter the password. Then press **#** again.

4. Record your name. At the prompt, press **1** and speak your first and last name and then press **#**. You will hear your recorded name. You can accept or re-record it.

5. Record a personal greeting. Press **1** and record your greeting (this must comply with your agency's and the District's standards). Press **#** when you are finished. The recording plays back. You can accept or re-record your greeting.

After completing setup, the Main Menu of your mailbox is displayed.

Accessing Avaya Voicemail

1. Dial **202-478-1000** or **202-478-1400** or press the **Message** button on your Avaya phone.
2. Enter your passcode (temp passcode 1000) and press #.

Accessing Voicemail Remotely

1. Call your 10 digit office telephone number.
2. When the greeting comes on press ***** (star) and press ***** again.
3. At the prompt, enter your password.

Accessing Audix Voicemail (DYRS Only)

1. Dial **202-299-3349**.
2. Enter your passcode (temp passcode 1000) and press #.

Accessing Unified Messaging Voicemail

- Dial **202-730-1518**.

Passcode resets:

- In MS Office 2007 Outlook, click **Tools > Options > VM Tab > Reset PIN.**

- Non-Office 2007: Click DC Gov Mail > Tools > Options > VM Tab > Reset PIN.

Keys to Using Your DC-Net Phone

- Always dial seven digits for network calls.

- Always dial 9 before placing an out-of-network call.

- Always dial 9 1 before placing a long distance call.

Where to Get Help

202-715-3733 Trouble Tickets

- Remedy/Trouble Tickets
- Voicemail Password Resets
- Caller ID Name Changes
- Ticket Status

202-715-3801 Customer Care

- RTS Order Processing
- Pricing
- Service Verification
- Expedites/Escalations
- Assistance Issuing RTS Orders

For an online tutorial, visit our website www.dcnet.in.dc.gov

Scrolling and Navigation

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the up and down navigation arrows to scroll up or down through lists. When only one up or down navigation arrow shows, it indicates you are at the top or bottom of the list and can only move in the direction indicated by that arrow. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected. The selected line is highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. The OK button is a shortcut for the default action. For example, when you select an entry in your Contacts list, pressing OK places a call to that person.

Avaya Menu

Use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out.

Answering and Making a Call

Answering a Call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press the line button next to the incoming call, or press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.

- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.

Making a Call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Using Voice Dialing

1. Press **Contacts**.
2. If Voice dialing is enabled, a **Voice** softkey displays. If no tone is generated or if no check mark appears next to the **Voice** softkey, press **Voice**.
3. Within a few seconds or as soon as you hear the tone, say the name of the person you want to call.

Making a Call Using Edit Dialing

Edit dialing works just like making a call on your cell phone - just start entering the number without hearing a dial tone. Using the Bksp softkey, you can backspace to "edit" the number before actually dialing it.

Putting a Call on Hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.
4. Press **Resume** or the line button of the held call to retrieve the call.

Transferring a Call

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer** or **OK**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK** to transfer the call.

Conference Calls

Setting up a Conference Call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.
6. Press **Drop** at any time to drop the last person added to the conference call.

Adding a Person on Hold to a Conference call

1. From the Phone screen, select your active call.
2. Press **Conf**, or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

Dropping a Person from a Conference Call

1. From the Phone screen, select your active call.
2. Press **More** then **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

Features

For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features Menu

From the Phone screen, scroll right to access the Features menu.

Send all Calls

1. Press **Forward** to access the main Forwarding menu.
2. Select SendAllCalls.
3. Press **Select** or **OK** to turn Send All Calls on or off.

Contacts

You can save up to 250 names and up to 3 telephone numbers per name. You can call a contact by speaking the contact name. You can also import or export a Contact list using a USB device.

Searching for a Contact

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search. Note: a Contacts search is case-sensitive.
3. Press Call to call the person or press More then Edit to edit contact information.

Calling a Person from the Contacts List

1. Press the **Contacts** button.
2. Select the person or primary number you want to call. To call a non-primary number, select the person, press **Details**, then select the desired number.
3. Press **Call** or **OK**.

Adding a New Contact

1. Press **Contacts**.
2. Press **New** if this is your first contact list entry, or press **More** then **New** if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the telephone number and press **Primary** if applicable. The primary number is the one that will always display without having to go into contact details.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7. You can add up to two additional numbers for this contact, but you can designate only one number as primary.
9. Press **Save** or **OK**.

Editing a Contact

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More > Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save** or **OK**.

Call Log

Calling a Person from the Call Log

1. Press the **Call Log** button.
2. Select the person or number you want to call.
3. Press the **Call** softkey or the **OK** button. Depending on administration, returning a Missed Call may result in that Call Log entry being deleted when the calls goes through.

Adding an Entry from the Call Log to your Contacts List

1. Press **Call Log**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact.**
4. Edit the name and telephone number, if necessary.
5. Press **Save**.